Attrition Tracker

Part A is completed for every separation within 3 business days of the last day worked. Part B is calculated on the first business day of each month. Keep one tracker per site or program and roll them up for the operation.

PART A: SEPARATION RECORD (ONE PER LEAVER)

Employee name

Employee ID

Site

Program / client / queue

Team lead

Job title and level

Hiring class or cohort ID

Recruiting source

Hire date

Last day worked

Separation date

Tenure band at exit

☐ In classroom training ☐ In nesting ☐ 0-90 days in production ☐ 91-180 days
☐ 181-365 days ☐ 1-2 years ☐ Over 2 years

Separation type

☐ Voluntary resignation ☐ Job abandonment / no-call no-show ☐ Involuntary: performance
☐ Involuntary: attendance ☐ Involuntary: conduct ☐ Layoff / end of program
☐ Transfer to another program (internal, not counted)
☐ Promotion out of role (internal, not counted) ☐ Other

Primary reason

☐ Pay ☐ Schedule or shift ☐ Commute or location ☐ Supervisor relationship
☐ Job content or stress ☐ Better opportunity elsewhere ☐ Return to school
☐ Family or personal ☐ Health ☐ Relocation ☐ Unknown

Secondary reason

Regrettable loss

☐ Yes ☐ No

Last QA score / performance rating

Notice given (days)

Exit interview completed

☐ Yes ☐ Declined ☐ Not reachable

Eligible for rehire

☐ Yes ☐ No ☐ Review required

Notes

PART B: MONTHLY ATTRITION REPORT

Month

Headcount at start of month

Headcount at end of month

Average headcount = (start + end) / 2

Total separations (excluding internal moves)

Voluntary separations

Involuntary separations

Regrettable separations

Monthly attrition % = total separations / average headcount x 100

Voluntary attrition %

Annualized attrition % = monthly % x 12, or sum of last 12 months

Separations by tenure band (training, nesting, 0-90, 91-180, 181-365, 1 year+)

Separations by team lead

Top three exit reasons this month

Training-class attrition: starts vs graduates for classes that graduated this month

Actions agreed and owners

REVIEW SIGN-OFF

Prepared by (HR / WFM)

Reviewed by site director

Date

Date reviewed